1. Boosted sales revenue by skillfully promoting diverse [Product or Service] options.
2. Recommended [Product or Service] to customers, thoroughly explaining details.
3. Provided information to customers regarding [Company]'s charge card and loyalty program and helped to open and activate new accounts.
4. Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations.
5. Answered constant flow of customer calls with up to [Number] calls in queue per minute.
6. Responded to customer requests for products, services and company information.
7. Educated customers on promotions to enhance sales.
8. Cultivated customer loyalty, promoted repeat customers and improved sales.
9. Answered customer telephone calls promptly to avoid on-hold wait times.
10. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
11. Consulted with outside parties to resolve discrepancies and create effective solutions.
12. Communicated with vendors regarding back order availability, future inventory and special orders.
13. Offered advice and assistance to customers, paying attention to special needs or wants.
14. Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
15. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
16. Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
17. Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
18. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
19. Regularly exceeded daily sales and product add-on quotas.
20. Collected customer feedback and made process changes to exceed customer satisfaction goals [Number]%.